

A METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS ACROSS MULTIPLE SYSTEMS

Abstract of the Disclosure

5 This present invention provides an efficient method and system to manage service requests across multiple service request systems. This management method involves merging all service requests from multiple systems into standard system, sorting the request according to some standard and presenting a display list of all of the requests having a common characteristic to a technician or requester. Service requests are
10 gathered from many different backend-ticketing systems and presented to the technicians in a single logical view. Service requests gathered from each backend ticketing system are packaged in an XML document format. The efficient use of a common XML format is an efficient way to manage all service requests from all backend-ticketing systems. These service requests can be sorted by ticket open or close date/time, status, severity of
15 problem, etc. in ascending or descending order and be presented to the technicians in a single logical view. These requests are presented in a display as a single logical view of service requests from different backend systems.